

### **REMARKS**

Claims 1-18 and 20 are pending in the application. Claim 19 is hereby canceled.

The Office Action mailed on April 9, 2003 in the parent case, which rejected claims 1-9 and 20, has been reviewed and the comments of the U.S. Patent and Trademark Office have been considered. In response, independent claims 1 and 20 are amended.

Applicant respectfully asserts that pending independent claims 1 and 20 as amended are not anticipated by U.S. Patent No. 6,205,412 to Barskiy et al. ("Barskiy") because Barskiy does not disclose, teach or suggest each and every element of pending claims 1 and 20 as amended.

Independent claims 1 and 20 as amended require "connecting a call agent simulator to a Voice over Internet (VoIP) network." Support for this amendment can be found on page 3, line 23 et seq. of the specification and Fig. 1 of the drawings.

Barskiy generally discloses a "computer simulation system adapted for simulating a telephony call center..." Col. 2, lines 40-41. According to Barskiy, "the simulated call center will behave as a specific switch type in a specific instance." Col. 2, lines 53-54. In particular, according to Barskiy, "the telephony switch will be on the customer's premises, and in others, the telephony switch might be in the network, remote from the customer's premises." Thus, while the computer simulation system disclosed in Barskiy involves a network, it is clear that such network relates only to a traditional telephony network connecting multiple call centers having call switches.

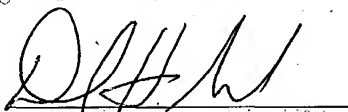
Barskiy fails to disclose, teach or even suggest, at least, a call agent simulator connected to a Voice over Internet (VoIP) network, as required by independent claims 1 and 20 as amended. Because Barskiy does not disclose, teach or suggest each and every element recited in independent claims 1 and 20 as amended of the present invention, claims 1 and 20 as amended are allowable. Likewise, Applicant asserts that claims 2-9 are allowable over Barskiy because each of these claims depends from an allowable base claim.

Applicant further asserts that, in light of the amendment made by way of this Amendment, the Examiner's rejection of claims 5 and 6 under section 103(a) as being unpatentable over Barskiy in view of U.S. Patent No. 6,351,455 issued to Thayer et al. ("Thayer") is moot and, therefore, should be withdrawn. In particular, Applicant notes that Thayer, neither alone or in combination with Barskiy, discloses, teaches or suggests requiring that the call agent simulator function in connection with the VoIP network.

An early and favorable office action is earnestly solicited.

The Commissioner is hereby authorized to charge any deficiency in the enclosed amount or credit any overpayment to Deposit Account No. 50-0310.

Respectfully submitted,



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